



City of Mountain View

2011-2012 ANNUAL REPORT



Mountain View is committed to preserving present services and programs, investing in our future through prudent budgeting and infrastructure investments. This year's *Annual Report* highlights many of the outstanding programs, services and facilities available to residents, as well as illustrates why our community is such an extraordinary place to live!

This report includes some of the major goals and priorities of Fiscal year 2011-12: achieving a balanced budget, adopting a General Plan Update; completing a number of capital projects, and initiating several health and wellness initiatives (see related Council Goals story on page 4).

Check out some of the data and facts about the typical "Year in the Life of the City"—also in this *Annual Report*. Make sure to visit us on-line or check out the latest City of Mountain View news, in *The View* newsletter.



PRESERVING THE PRESENT, INVESTING IN OUR FUTURE

Fiscal Year (FY) 2011-12 was a productive year, as the City of Mountain View focused on maintaining our vibrant and unique community while investing in the future. The challenges presented by the slow economic recovery required strategic fiscal planning and the careful implementation of programs and services. The City also addressed continuing impacts by the State's dissolution of redevelopment agencies such as Mountain View's Downtown District. The City made important progress this Fiscal Year on projects, programs, and services that will help secure Mountain View's outstanding quality of life long into the future. These efforts include expanding housing options, enhancing community services, environmental sustainability and working to improve transportation.

ACHIEVING A BALANCED BUDGET

Throughout the year, the City worked to achieve a structurally balanced General Operating Fund (GOF) budget for the Fiscal Year 2012-13. Although the weak economy improved somewhat, the City continued to face revenue challenges, particularly from a reduction in sales tax revenue. As in previous years, the City focused on balancing the budget without relying on one-time fixes. In June, the City Council approved a structurally balanced GOF budget of \$95.8 million for FY 2012-13.

The FY 2012-13 budget was balanced through additional reduced expenditures, operating efficiencies, and long-term structural reductions in employee compensation costs. Service cuts have been avoided due to Mountain View's commitment to bringing all parties together, including the City Council, management and employees to responsibly address financial issues. For more information on the details of the new FY 2012-13 budget, see *The View* Fall 2012 edition. For details of last year's FY 2011-12 budget, see page 4 of this *Annual Report*.



For more budget information, visit 'City Budget Updates' at www.mountainview.gov

INFRASTRUCTURE INVESTMENTS IN OUR COMMUNITY

The City completed many and/or continued to develop a number of projects this Fiscal Year that will help ensure residents continue to enjoy an exceptional quality of life in Mountain View.



NEW STEVENS CREEK TRAIL SEGMENT OPENS

The City completed construction on an extension of the trail that provides a long ramp and a pedestrian/bicycle bridge connecting the Sleeper Avenue neighborhood to the intersection of Dale Avenue and Heatherstone Way. The extension opens the trail to neighborhoods east of Highway 85 and brings the trail closer to the City limit.



PERMANENTE CREEK TRAIL OPENS

The City celebrated the completion of the section of the Permanente Creek Trail designed to provide a pedestrian and bicycle connection between neighborhoods and amenities on the north side of Highway 101 and those on the south side of Old Middlefield Road. The new trail section includes a pedestrian/bike bridge over Highway 101 and tunnel under Old Middlefield Way. The design phase of a project to extend the trail to Rock Street also began this year.

NORTH BAYSHORE PRECISE PLAN

The City initiated a new 'town hall' style website to allow residents and business owners to help in the creation of the North Bayshore Precise Plan, which will include goals for the future development of the North Bayshore area.



NEW FIRE STATION 5 OPENS

Construction of a new 10,000 sq. ft., state-of-the-art building for Fire Station 5 was completed. It is located at the corner of North Shoreline Boulevard and Crittenden Lane. The building is designed to meet Leadership in Energy and Environmental Design (LEED) certification requirements and is the first LEED Silver-Certified Capital Improvement project to be constructed in the City.



TWO NEW NEIGHBORHOOD PARKS - DEL MEDIO AND MARIPOSA OPEN

Two new pocket parks were completed this year — a 0.35-acre site on Del Medio Avenue between California Street and Miller Avenue and a 0.6-acre park on Mariposa Avenue between Villa and California Streets. These neighborhood parks provide play and picnic areas, as well as open space, for local residents.

SHORELINE SPORTS COMPLEX

The City approved the Conceptual Plan and environmental documents for the Shoreline Sports Complex located in the southwest corner of Shoreline at Mountain View Park. The complex will provide synthetic turf fields, a concessions building, night lighting and parking.



AFFORDABLE HOUSING BREAKS GROUND

Construction began on an affordable downtown family housing development located on Franklin Street. The project will include 51 new rental units, ranging from one to three bedrooms. This year Google invested \$7.7 million in the project to purchase low-income tax credits, as well as provide all the computer equipment for an on-site computer room and install Wi-Fi connections.

HIGHLIGHTS OF A "YEAR IN THE LIFE OF THE CITY"

Mountain View is a progressive, full-service city and operates under the Council-Manager form of government. The seven Council Members are elected at-large for four-year terms that are staggered, with elections held in even-numbered years. The City Manager, City Attorney, City Clerk, and City Auditor are appointed by the City Council. Mountain View has 558 FTE employees and had a General Operating Fund budget of \$93.9 million for Fiscal Year 2011-12.

City internal and external operations are provided by the departments of City Attorney, City Clerk, City Manager, Community Development, Community Services, Finance and Administrative Services, Library Services, Police, Fire, and Public Works. City departments work as a team in providing seamless customer service on a daily basis. Below are a few of the statistics from the most familiar programs and services provided by your local government and funded by local revenues (see budget story, page 4).

CITY ATTORNEY

Contracts reviewed..... 365
Code Enforcement cases resolved112

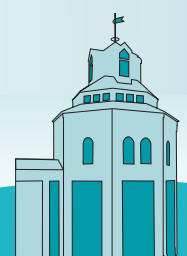
CITY CLERK

Council Agenda pages prepared and distributed
(an average of 525 pages) 17,325
Council Agendas and minutes posted 33

CITY MANAGER AND HUMAN RESOURCES

City communications translated into multiple languages 350
Community information products and media requests.... 58

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HIGHLIGHTS OF A “YEAR IN THE LIFE OF THE CITY”

continued from page 1

Ask Mountain View – Online hits	16,570
Ask Mountain View – Customer requests	4,278
Recruitments to fill City-wide vacancies	40

COMMUNITY DEVELOPMENT

Business visits/contacts made	92
Building inspections conducted	18,858
Development permits issued	301
Building permits issued	6,224

COMMUNITY SERVICES

Parks maintained	37
Park acreage mowed	5,368
Facility rental permits issued	1,787
City-wide volunteer hours	50,236
Recreation classes held	836
Golf rounds played	63,006
Trees Planted	248
Trees Pruned	2,943

FINANCE AND ADMINISTRATIVE SERVICES

Payroll checks issued	20,844
Utility bills processed and mailed out	121,329
Business license renewals	5,355
Business license applications	943
Purchasing bids processed	98
Unique visits to the website	798,112
Number of incoming and outgoing calls to the City (using new VoIP system, January – June)	118,831

FIRE

Calls for Service – Rescue & Emergency Medical	3,581
Calls for Service – Fire	97
Calls for Service – Other Calls	1,463
Mutual Aid Given (incidents in which MVFD units were assigned to calls outside our jurisdiction)	175

LIBRARY

Visitors and Library customers	881,706
Attendees at Library Programs	53,967
Total Circulation	1,799,418
Number of public computer sessions	113,090

POLICE

Calls for service	25,412
Part I crimes (serious felonies) reported	1,523
Part II crimes (non-serious felonies and misdemeanors) reported	3,029
Reports taken	7,666
Traffic Collisions reported	527
Calls for 911 service	23,189

PUBLIC WORKS

Capital projects in-progress	116
Capital projects completed	75
Facilities work orders completed	2,161
Graffiti locations cleaned	1,013
Miles of street sweeping	10,274
Square feet of pothole repairs	430
Square feet of sidewalk repairs	18,314
Feet of sewer mains inspected and cleaned	675,215



MAINTAINING AND INVESTING IN OUR COMMUNITY

Mountain View remains a national leader among American cities in providing for the needs of our citizens, maintaining a vibrant and healthy community and planning for the future. The City continued to focus on a number of important issues this Fiscal Year, such as public safety, youth activities, transportation, environmental quality, health and wellness services and community development.

GENERAL PLAN UPDATE

The City Council completed the update (adopted on July 10) to Mountain View’s General Plan, a long-range policy document used to guide future planning and development. The 2008 General Plan Visioning Process provided the foundation for the major strategies and policies in the new plan. More than 80 public meetings, workshops and events were held—attended by more than 1,500 participants—to discuss, shape, and refine the major elements of the plan.



EMERGENCY OPERATIONS PLAN AND OPERATIONS CENTER IMPROVEMENTS

The City continued work on a comprehensive upgrade to the Emergency Operations Center (EOC), the central command and control facility used for disaster management. Improvements to the facility included new computers, servers, software, WiFi access, E-mail and display systems. The City also undertook a comprehensive review and update of Mountain View’s Emergency Plan, the step-by-step strategy that guides the City’s response to large-scale emergencies .

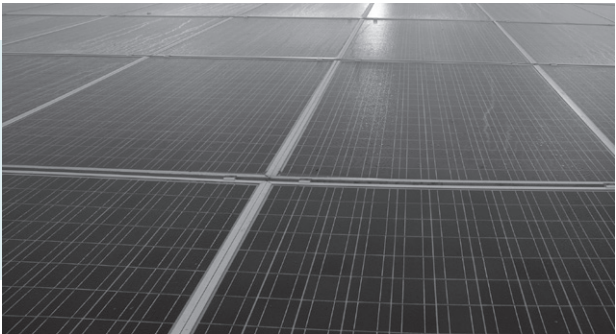


SMOKE-FREE ORDINANCE

The City enacted a smoke-free ordinance designed to reduce exposure to second-hand smoke. This prohibits smoking in outdoor dining areas and picnic areas in City parks, and also prohibits smoking within 25 feet of any enclosed or unenclosed smoke-free area.

MORE SOLAR ENERGY

The City implemented plans for solar photovoltaic systems at the Shoreline Golf Links Pro Shop and the Shoreline Maintenance Facility. The solar systems are designed to eliminate almost 100 percent of the electricity costs at both facilities and to reduce annual carbon dioxide emissions by 41 metric tons.



RENGSTORFF PARK MASTER PLAN

The City completed four draft park designs for Rengstorff Park and facilities as part of the creation of the Rengstorff Park Master Plan, which will provide a long-term vision and general development guide for the park and its facilities during the next 20-30 years. The Master Plan will identify the location, shape and orientation of major design elements of the park, including the community center, aquatics facility, teen center and skate park.



CHILDCARE CENTER ACCREDITATION

Mountain View’s Child Care Center, located at 260 Escuela Avenue, received official accreditation from the National Association for the Education of Young Children (NAEYC).

HEALTH AND WELLNESS

The City, supported by funding from Santa Clara County, worked to address a number of important health and wellness issues in our community. Efforts included passage of new smoke-free ordinances, high-impact nutrition and physical activity interventions and initiatives, and development of a Suicide Prevention Policy. The City also continued to offer health and wellness programs for seniors. In addition, the City received a \$44,000 grant from YMCA of Silicon Valley to develop and implement a municipal employee wellness program.



ZERO WASTE PLAN



The City continued work on a Zero Waste plan to help reduce greenhouse gas emissions and further reduce the amount of material sent to landfill. Zero Waste is a systems approach that seeks to eliminate the negative impacts of designing, producing, using and discarding products and packaging.



GREEN BUILDING CODE

The City's new Mountain View Green Building Code took effect, establishing green building requirements for new construction, residential additions, and commercial/industrial tenant improvements.



GREEN INITIATIVES

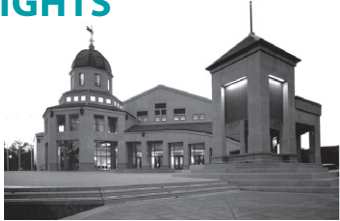
The City developed its first Greenhouse Gas Reduction Program (GGRP). The GGRP (adopted on July 10) is designed to mitigate greenhouse gas emission impacts resulting from General Plan growth. It includes a greenhouse gas emissions target and strategies to reduce emissions over time. The City also continued to offer a free home energy assessment and upgrade program called Energy Upgrade Mountain View. The program offers no-cost home energy assessments for residents, helping them analyze energy use, and learn about new energy saving devices and strategies for saving energy and money.



ENVIRONMENTAL SUSTAINABILITY PLAN

The City approved a new Environmental Sustainability Action Plan, which will serve as Mountain View's road map for investment in environmental sustainability initiatives through June 2014.

COMMUNITY EVENT HIGHLIGHTS



The City undertook a number of fun and important community events this year, including:

- Celebrated the 20th Anniversary of the Mountain View Center for Performing Arts and National Arts and Humanities Month with free performances at the Center,
- Celebrated 2012 Arbor Day with events and tree plantings.
- Hosted the 2011 Mayor's Recognition Awards, honoring members of the community who have displayed extraordinary qualities of leadership, volunteerism and community involvement.
- Hosted the 16th Annual Mayor's Youth Conference, bringing together more than 100 local students to meet with civic leaders and develop future leaders for the community.



- Sponsored the Halloween Monster Bash, Annual Tree Lighting, Spring Downtown Parade, Thursday Nights Live in the Downtown, and Summer Concerts and Summer Movie Nights among many other special events and activities.



WATER MANAGEMENT AND CONSERVATION

Mountain View continued its long-standing efforts at water conservation both through water-saving programs offered to the community and careful use of water within City government. These efforts included water conservation rebates, free water-wise house calls to discover ways to save water around the home and water-wise gardening tips.



STRONG CITIES | STRONG STATE

During this Fiscal Year, the League of California Cities and the California City Management Foundation featured Mountain View as a part of its 'Strong Cities | Strong State' Campaign. The Campaign profiled Mountain View, lauding the City's outstanding programs and services. Check it out at www.strongcitiesstrongstate.com/city/mountain-view

PRIVATE INVESTMENT IN OUR COMMUNITY

Despite the slow economic recovery, there is still a lot of interest in Mountain View. This Fiscal Year, the City worked with private developers on proposals that will bring new residential and commercial projects to Mountain View. Highlighted below are just a few that are underway.



455 San Antonio Center — Construction began on the first phase and design continued on the second phase of a mixed-use project on the 56-acre San Antonio Shopping Center site.

590 East Middlefield Road — The City approved a new three-story, 97,500 sq. ft. office building to replace the former County Work Furlough site at 590 East Middlefield, directly adjacent to the Middlefield Light Rail Station.

690 E. Middlefield — The City began reviewing a proposal for a new office development consisting of up to 680,000 square feet in three buildings on a 15.6-acre site at the corner of Middlefield Road and Logue Avenue.

700 East Middlefield Road — The City began reviewing a proposal for new office development consisting of up to 1 million square feet to replace an existing 400,000 sq. ft. of building area on a 23 acre campus at the corner of Middlefield Road and Highway 237.

209 – 405 West Evelyn Avenue — Work continued on construction of a new 65 unit rowhouse project between the former Minton's Lumber site and Calderon Avenue.

455 West Evelyn Avenue — Work continued on construction of a new 203-unit apartment complex at the former Minton's Lumber site.



2650 and 2656 El Camino Real West — A four-story, 193-unit apartment project at the former San Antonio Inn site was approved this year.

445 Calderon Road — The City approved a 19-unit housing project and the on-site relocation and restoration of a historic house.

369 North Whisman Road — The City approved two new office buildings totaling 181,000 sq. ft. and two parking structures at the Whisman Road office campus.



COUNCIL APPOINTS CITY MANAGER

Daniel Rich became the City Manager of Mountain View this Fiscal Year. He replaced long-time City Manager Kevin Duggan, who retired. Rich brought twenty years of local government management experience, including serving as the City Manager for the City of Campbell. He has a Master's Degree in Public Policy from Harvard's John F. Kennedy School of Government and a Bachelor of Arts in Economics and Political Science from the University of California, Berkeley.



FISCAL YEAR 2011-12 ACCOMPLISHMENTS

- Completed an assessment of animal shelter and control services, leading to the City Council's decision to transition these services to a new provider.
- In partnership with the Mountain View-Los Altos High School District, issued 1,797 student virtual library cards to ensure all high school students had access to the Library's electronic resources.
- Completed the City's Housing Element for the 2007-2014 planning period.
- Held Council Neighborhoods Committee meetings with four neighborhood areas attended by a total of 209 Mountain View residents.
- Awarded neighborhood grants to 15 neighborhood associations and groups to encourage participation and neighborhood activities.
- Implemented the new Emergency Medical Services Provider agreement between the City of Mountain View and Santa Clara County.
- Implemented a management services contract with Touchstone Golf to provide management and operational oversight of the Pro Shop and maintenance operations at Shoreline Golf Links, resulting in an estimated \$1 million savings to the General Fund.

CITY COUNCIL GOALS FOR FY 2011-12

- Continue studies and initiatives related to mid- to long-term budget balancing strategies.
- Develop an Information Technology (IT) Strategic Plan (later modified to focus on core IT initiatives).
- Continue to monitor regional transportation projects, coordinate with local, regional, and state transportation agencies, develop long-term transportation plans, develop a policy statement concerning railroad crossings in Mountain View, and explore the feasibility of a community shuttle service.
- Advance the health and wellness of the Mountain View community by participating in countywide efforts to address public health issues such as obesity, second-hand smoke exposure, and suicide.
- Evaluate alternative long-term financing options to fund future significant capital improvement projects.

SOUND, STABLE FINANCES!

Mountain View received the Government Finance Officers Association Award for Excellence in Financial Reporting and Distinguished Budget Presentation Award, the California Society of Municipal Finance Officers Award for Excellence in Operational Budgeting, and Excellence in Public Communications and the National Purchasing Institute Award for Achievement of Excellence in Procurement.



FISCAL YEAR 2011-12 MAJOR AWARDS, GRANTS, AND RECOGNITIONS

Mountain View received numerous grants and awards this year, providing both money and recognition for local programs and services. These included:

- Received \$300,000 in grant funding under the Santa Clara County Expressway Pedestrian Improvement Program, including \$150,000 from the County Road fund and \$150,000 in Transportation Development Act discretionary funding, for the design and construction of a bicycle/pedestrian sidewalk along the north side of Central Expressway between Gemini Way and Moffett Boulevard.
- Received \$100,000 in Transportation Fund for Clean Air grant funding for the design of Permanente Creek Trail extension from Old Middlefield Way to Rock Street.
- Received \$35,282 in Transportation Development Act grant funding for Showers Drive In-Roadway Warning Lights.
- Received a \$400,000 Metropolitan Transportation Commission grant to prepare a new El Camino Real Precise Plan.
- Received a \$503,000 State of California grant to implement sustainability principles through zoning updates in the North Bayshore, San Antonio, and El Camino Real General Plan change areas.

Visit the City website at www.mountainview.gov for more information on major recognitions and accomplishments for FY 2011-12

FISCAL YEAR 2011-12 BUDGET/FINANCIAL RESULTS

Maintaining a structurally balanced budget for FY 2011-12 was challenged by the lingering impacts of the "Great Recession." Balancing the General Operating Fund budget was made possible by continuing to find opportunities to operate more efficiently and by new revenue from leasing City property. These savings covered more than 75% of an anticipated budget deficit. A final component of balancing the budget was to obtain agreements with employee organizations to contain employee compensation cost increases. Although the City was starting to see a modest increase in revenues and holding salaries at current levels, the cost of continuing current employee benefits outstripped revenue growth. The new employee organization agreements resulted in \$500,000 in savings, about half of which resulted from structural changes to employee benefits. This was essential in closing the \$2.0 million deficit as follows:

•Operational efficiencies.....	\$387,000
•Supplemental Revenues	\$1,142,000
•Employee cost containment	\$500,000
Total	\$2,029,000

An adopted ending balance of \$28,230 was achieved after allowing for \$2.8 million in projected operating savings.

Actual (unaudited) FY 2011-12 General Operating Fund revenues of \$92.2 million are in total \$1.2 million higher than the adopted budget. All major revenue categories are higher than budgeted with the exception of Sales Tax and Investment Earnings. Actual (unaudited) FY 2011-12 expenditures of \$90.6 million were approximately \$400,000 lower than the adopted budget after taking into consideration the \$2.8 million projected expenditure savings. FY 2011-12 ended with a positive balance which will be utilized to partially fund limited period expenditures adopted by Council for FY 2012-13 and to fund the amount required to bring the General Fund Reserve to policy balance.



*Understanding the City Budget

The General Fund supports most of the general City Services provided to residents (e.g. Police, Fire, Recreation, Library, etc). An overview of General Fund revenues and expenditures for FY 2011-12 is discussed above. Also included as part of the General Fund, but accounted for separately are Building Services and Shoreline Golf Links.

Special Revenue Funds are used to support street improvements, the City's capital improvement program, low-income housing, downtown revitalization activities, parking district operations, Federally funded Community Development Block Grant (CDBG) projects and cable television franchise activities.

Shoreline Regional Park Community Fund supports development and maintenance of the Shoreline Regional Park Community (North Bayshore Area).

Restricted Capital Project Funds are used for restricted project revenues, such as for park renovations and storm drain upgrades. Most major capital projects are budgeted in the City's General Capital Project funds.

Enterprise Funds are used to account for operations financed and operated

in a manner similar to private business enterprises where the intent is that the cost of providing the service to customers is financed through user charges. Enterprise funds for the City of Mountain View include Water, Wastewater (Sewer) and Solid Waste (Refuse and Recycling).

Internal Service Funds are used to account for the financing of goods and services provided by one City department to other departments on a cost reimbursement basis. Examples of Internal Service funds include equipment maintenance, workers' compensation, unemployment self-insurance, retirees' health benefits, employee benefits, and the City's general self-insurance liability.



Mountain View City Council

Mayor: R. Michael Kasperzak, Jr.
Vice Mayor: John Inks

Councilmembers:

Margaret Abe-Koga
Ronit Bryant
Laura Macias
Tom Means
Jac Seigel

Daniel H. Rich, City Manager
City Manager's Office
P.O. Box 7540,
Mountain View, CA 94039-7540
(650) 903-6301

City Website

www.mountainview.gov

The Annual Report is available on the City's website.

Extra Copies

A limited supply of extra copies of *The Annual Report* is available at City Hall, 500 Castro Street, the Mountain View Public Library, 585 Franklin Street, and the Community Center, 201 South Rengstorff Avenue.

The Annual Report is printed on 40 percent recycled paper.

City Mission Statement

The City of Mountain View provides quality services and facilities that meet the needs of a caring and diverse community in a financially responsible manner.

The City staff has established the following organizational values that guide their work for the community:

- Provide exceptional service
- Act with integrity
- Treat others with respect